

HP UCCM Standard Edition Suite May 2011 and September 2012 End of Sale Announcement

Frequently Asked Questions

On March 01, 2015, HP announced the end of sale date for HP UCCM Standard Edition Suite May 2011 and September 2012. The End of Committed Support and End of Extended Support dates were previously communicated on Software Support Online.

This document provides answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing sales for HP UCCM Standard Edition Suite May 2011 and September 2012?

Answer Effective March 01, 2015 HP is announcing the End of Sale of HP UCCM Standard Edition Suite May 2011 and September 2012. Current customers may continue to purchase additional licenses of HP UCCM Standard Edition Suite May 2011 and September 2012 until May 01, 2015. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

Question Why is HP discontinuing sales for HP UCCM Standard Edition Suite May 2011 and September 2012?

Answer HP UCCM Standard Edition Suite May 2011 and September 2012 will reach End of Committed Support in the near future. For this reason, HP is discontinuing the sales of HP UCCM Standard Edition Suite May 2011 and September 2012. This is in accordance with the [HP Software Supported Version Policy](#). Definitions of terms are documented in the [HP Software product version obsolescence guidelines](#).

Also HP is discontinuing the sales of HP UCCM Standard Edition Suite May 2011 and September 2012 due to product restructuring and licensing simplification.

Question What product numbers are affected by this obsolescence?

Answer Please refer to Appendix B in the customer letter for the list of affected product numbers.

Question When is the last date I can order HP UCCM Standard Edition Suite May 2011 and September 2012?

Answer HP UCCM Standard Edition Suite May 2011 and September 2012 will continue to be available for purchase to current support customers through May 01, 2015. As of that date, you will no longer be able to purchase additional licenses of the product.

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<i>Question</i>	Can I still purchase additional licenses for HP UCCM Standard Edition Suite May 2011 and September 2012? If yes, how?
<i>Answer</i>	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
<i>Question</i>	Do I need to request new license keys when upgrading to HP NNMi Ultimate 10.0x and HP Sitescope 11.2x?
<i>Answer</i>	For HP NNMi Ultimate 10.0x you have to request new license keys. Once your SAID is updated with HP NNMi Ultimate 10.0x visit the My Updates portal . You will get the new License Key and Software as usual. For HP Sitescope 11.2x you do not need a new license key. Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request HP NNMi Ultimate 10.0x license keys.
<i>Question</i>	What version of HP UCCM Standard Edition Suite May 2011 and September 2012 is currently available and what migration plans do you have for the product, if any?
<i>Answer</i>	HP is obsoleting HP UCCM Standard Edition Suite. Customer with an active support contract can migrate to HP NNMi Ultimate 10.0x and HP Sitescope 11.2x. Please check www.hp.com/go/software or otherwise check with your local HP sales representative or HP software business partner for the latest information.
<i>Question</i>	Who can I contact if I have more questions with regards to this product discontinuance?
<i>Answer</i>	You have several options available to you: <ul style="list-style-type: none"> • Contact your local HP sales representative or your local HP software business partner: www.hp.com/go/software (and click on Contact Us for available contact options.) • Web Self Solve: hp.com/go/hpssoftwaresupport/ • HP Technical Support: hp.com/go/hpssoftwaresupport/casemanager/submitcase
<i>Question</i>	What are the hardware requirements to migrate to HP NNMi Ultimate 10.0x and HP Sitescope 11.2x?
<i>Answer</i>	Hardware requirements will vary depending on your operating system, please review the appropriate System Requirements and Compatibility Matrix document at softwaresupport.hp.com/group/softwaresupport/support-matrices or contact your local HP Sales Representative or HP Software Business Partner for further assistance.
<i>Question</i>	Where can I find migration information for HP UCCM Standard Edition Suite May 2011 and September 2012?
<i>Answer</i>	Your local HP sales representative or HP Software Business Partner can help you get this information.
<i>Question</i>	I plan to migrate my HP UCCM Standard Edition Suite May 2011 or September 2012 environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	All HP UCCM Standard Edition Suite May 2011 and September 2012 support customers can download HP NNMi Ultimate 10.0x and HP Sitescope 11.2x media via 'My Updates' once your SAID is updated.

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<i>Question</i>	What is the concurrent support time period?
<i>Answer</i>	There will be 6 months of concurrent support for getting migrated to HP NNMI Ultimate 10.0x and HP SiteScope 11.2x.

Support contract related questions

<i>Question</i>	What is the End of Committed Support date?
<i>Answer</i>	<p>The End of Committed Support date for HP UCCM Standard Edition Suite May 2011 is May 31, 2015. This date was announced on Software Support Online on Aug 01, 2012.</p> <p>The End of Committed Support date for HP UCCM Standard Edition Suite September 2012 is Sep 30, 2016. This date was announced on Software Support Online on Oct 01, 2012.</p> <p>As of this date customer support activities for this version will cease, this includes:</p> <ul style="list-style-type: none"> • Security updates • Product updates

<i>Question</i>	What is the End of Extended Support date?
<i>Answer</i>	<p>The End of Extended Support date for HP UCCM Standard Edition Suite May 2011 is May 31, 2017. This date was announced on Software Support Online on Aug 01, 2012.</p> <p>The End of Extended Support date for HP UCCM Standard Edition Suite September 2012 is Sep 30, 2018. This date was announced on Software Support Online on Oct 01, 2012.</p> <p>Extended Support is limited to:</p> <ul style="list-style-type: none"> - Around the clock self-solve support - Access to technical support engineers - Access to existing patches and hot-fixes created while the product version was in Committed Support.

<i>Question</i>	Are there any other key dates I need to be aware of?
<i>Answer</i>	Please see Customer Letter page 1 for key dates.

<i>Question</i>	What are my discontinuance options?
<i>Answer</i>	<p>Customers have the option to continue using HP UCCM Standard Edition Suite May 2011. HP will stop providing committed support for HP UCCM Standard Edition Suite May 2011 on May 31, 2015. Extended Support will continue to be available through May 31, 2017. Self-Help support will continue to be available through May 31, 2019.</p> <p>Customers have the option to continue using HP UCCM Standard Edition Suite September 2012. HP will stop providing committed support for HP UCCM Standard Edition Suite September 2012 on September 30, 2016. Extended Support will continue to be available through September 30, 2018. Self-Help support will continue to be available through September 30, 2020</p> <p>Customers are encouraged to begin reviewing their business requirements for HP UCCM Standard Edition Suite May 2011 and HP UCCM Standard Edition Suite September 2012. Customers are also encouraged to contact their local HP Sales Representative or HP Software Business Partner for help in determining migration options that meet your business needs.</p>

<i>Question</i>	Can I get a support contract for technical support only, without having to pay for updates?
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Answer No, support contracts include both technical support and software updates.

Question Should there be a defect with a version of HP UCCM Standard Edition Suite May 2011 and HP UCCM Standard Edition Suite September 2012 for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?

Answer HP may choose to offer defect fixes at a premium price, depending on available resources.

Question If I am on a support contract, what will I be entitled to?

Answer You should have received a letter or electronic notification from HP to inform you about the availability of HP NNMi Ultimate 10.0x and HP Sitescope 11.2x for support customers, what license(s) you were entitled to under your support contract and how to sign up for it. Your local HP Sales and Support Representatives or your HP Software Business Partner can help provide information and assistance to enable your update / migration to be easy and successful.

Question When I migrate from HP UCCM Standard Edition Suite May 2011 and HP UCCM Standard Edition Suite September 2012 to HP NNMi Ultimate 10.0x and HP Sitescope 11.2x, can I continue my existing support contracts until they expire?

Answer Yes, but your support contracts need to be updated as well. Please contact your local HP contract administration representative or HP Software Services Integrator (SVI) partner to get your support contract updated accordingly.

Question When I migrate from HP UCCM Standard Edition Suite May 2011 or HP UCCM Standard Edition Suite September 2012 to HP NNMi Ultimate 10.0x and HP Sitescope 11.2x, can I expect the same support pricing compared to HP UCCM Standard Edition Suite May 2011 and HP UCCM Standard Edition Suite September 2012?

Answer Not necessarily. Each product support price is determined independently. Please work with your HP representative to know the difference in support pricing, if any.

Question What migration services are available to help me migrate?

Answer Your local HP sales representative or HP software business partner can help you get this information.

Question What educational training packages are available for the HP NNMi Ultimate 10.0x and HP Sitescope 11.2x?

Answer Your local Software Education specialist can help understand what training packages are available for you. Please email your local contact for more information

Americas - [HP Software Education AMS](#)

Asia Pacific - [HP Software Education AP](#)

Japan - [HP Software Education Japan](#)

Europe, Middle East and Africa - [HP Software Education EMEA](#)

For more information on the HP NNMi Ultimate 10.0x and HP Sitescope 11.2x and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

hp.com/go/software
hp.com/go/hpsoftwaresupport/
hp.com/go/hpsoftwaresupport/support-lifecycle

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